

Appendix G

Recommended Interview Questions

- I. **Purpose.** Interviews are an important tool in assessing the effectiveness of a site's safety and health programming. These questions are intended to guide the OSHA reviewer during oral employee interviews. To begin, explain the purpose of the interview and the reason for OSHA's presence at the site. Make employees aware that interviews are kept confidential and that the employee's responses will not in themselves determine company approval or disapproval.

II. **General Employee Interview Questions**

- A. How long have you worked here?
- B. Tell me about your job. What do you do during a typical day?
- C. What are the safety and health hazards of your job?
- D. How do you protect yourself from those hazards? What kind of personal protective equipment do you wear? Were you provided training?
- E. What type of safety and health training have you received?
- F. What happens if management disobeys a company safety rule? If an employee disobeys?
- G. How do you respond in the event of a fire, hazardous waste spill, alarm, or medical emergency?
- H. What does VPP mean to you?
- I. What is one method of reporting a safety or health concern? What was the last unsafe practice you reported and/or corrected?
- J. How do your supervisors demonstrate their involvement in safety and health?
- K. Have you ever seen anyone testing the air, noise levels, or conducting other surveys for possible health hazards? Do you know what the results were or what they meant?
- L. Have you or anyone you know ever been injured or experienced a job related illness? What is the procedure when someone is injured?
- M. How are you involved in the safety decision-making process?
- N. Is safety and health valued in your organization?
- O. What is one objective in your department's safety program?
- P. How does management support your involvement in safety?
- Q. What are your rights under OSHA?

- R. Is there anything else you think we should know about the safety and health program here?

III. **Supervisors**

- A. How long have you worked here? When did you become a supervisor?
- B. What do you see as your role in safety and health?
- C. To what kinds of hazards are you and/or your employees exposed?
- D. Has the company's upper management provided adequate resources for safety and health programming, such as funding, time, and technical support?
- E. What do you do when you discover a hazard in your area?
- F. What do you do when an employee reports a hazard in your area?
- G. Do you provide employee training in safety related topics? (If so, please describe.)
- H. Please give some examples where you had to use the disciplinary system for infractions of safety and health rules.
- I. When was the last emergency drill? What is your role in drills?
- J. How are you held accountable for ensuring safe and healthful working conditions in your area?
- K. At high hazard chemical plants only: Is maintenance satisfactory, particularly on release prevention equipment? Is there adequate supervision provided for work performed on all shifts?
- L. Do you have contract employees working in your area? If so, how do you control and address safety or health hazards relating to or created by them?
- M. Are there routine or unannounced inspections? Who participates?

IV. **Administrators and Executives**

- A. How long have you been with (company)?
- B. Describe the type of safety and health hazards at this site.
- C. How does management ensure that employee exposure to those hazards is eliminated or controlled?
- D. How do you demonstrate leadership in and commitment to safety and health?
- E. What benefits will a VPP partnership provide for your company?
- F. What do you think are your facility's Abest practices@ in safety and health?
- G. How do you address the competing pressures of production and safety?

- H. How do you hold your supervisors accountable for safety and health? Have you ever had to discipline a supervisor for not following the rules?
- I. How are you held accountable for your safety and health responsibilities?

V. Recordkeepers

- A. Who is responsible for recordkeeping?
- B. Is your site recordkeeping centralized? Is it computerized?
- C. Do you have a completed Summary of Occupational Injuries and Illnesses for the last 3 calendar years? Do you have the supplemental documentation for each case entered on the log?
- D. Which form do you use as the supplementary record: OSHA's First Report of Injury, a State workers' compensation form, an insurer's form, or other?
- E. What is the process by which injury and illness information gets to the recordkeeper? After an injury or illness occurs, how long does it take to enter it on the log?
- F. What type of reference material do you refer to for guidance on keeping illness and injury records?
- G. Who decides whether or not a case is recordable?
- H. How do you determine whether or not a case is work related?
- I. Do you record any cases on the OSHA forms that are not compensable under workers' compensation?
- J. How do you distinguish between an injury and an illness? Between medical treatment and first aid?
- K. When does a case involve lost workdays? What constitutes restricted work activity?
- L. What is your process for monitoring applicable contractor logs?
- M. How do you safeguard the confidentiality of medical records?
- N. How do you assure that any work restrictions are applied appropriately?
- O. How have you assured timely and clear communications with the health care professional?

VI. Occupational Health Care Professionals

- A. What are your qualifications and licenses?
- B. What procedures are in place to ensure that health care services are delivered consistently and effectively?

- C. What type of audit procedures do you use to compare your process with acceptable standards of practice and OSHA requirements?
- D. Are employees provided timely access to services?
- E. How do you assure that work restrictions or work removal are followed?
- F. How are you made aware of the job hazards at this facility? Are you included in identification of workplace hazards, or development of restricted duty jobs, or other onsite issues?
- G. What kinds of health surveillance programs are in place?
- H. How do you communicate health surveillance data to employees and management to reduce future risk?
- I. Explain how you evaluate the effectiveness of your occupational health care program.

VII. **Maintenance Personnel**

- A. Is there a scheduled preventive maintenance program? How is it carried out?
- B. At sites covered by Process Safety Management (PSM): Does the preventive maintenance program include:
 - 1. Critical instrumentation and controls?
 - 2. Pressure relief devices and systems?
 - 3. Metals inspection?
 - 4. Environmental controls, scrubbers, filters, etc.?